

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Human Resource Management	Application Services	Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	3 1	1 0	4 1
	Capitol Desktop Support	Brian Bintz	19 7	0 0	19 7
		Scott Wunderlich	5 3	0 0	5 3
		Assigned to Individual Total	24 10	0 0	24 10
	Capitol Hosting	Matt Dunlap	1 0	0 0	1 0
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Desktop Services Management	Dallas DiFrancesco	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Desktop Services Management	Assigned to Individual Total	1	0	1
			0	0	0
	Help Desk	Brenda Treadway	4	0	4
			4	0	4
		Eileen Dubach	1	0	1
			1	0	1
		Julie VanBeekum	4	0	4
			4	0	4
		Vicky Marrelli	2	0	2
			1	0	1
		Assigned to Individual Total	11	0	11
			10	0	10
	Metro A Desktop Support	Kraig Ellis	2	0	2
			1	0	1
		Mike Wilde	1	0	1
			1	0	1
		Nancy Hachmeister	2	0	2
			0	0	0
		Robert Wall	2	0	2
			1	0	1
		Assigned to Individual Total	7	0	7
			3	0	3
	Metro A Help Desk	Cindy Schroeder	1	0	1
			1	0	1
		Ed Conrad	3	0	3
			3	0	3
		Assigned to Individual Total	4	0	4
			4	0	4

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Bill Crowther	4 0	0 0	4 0
		Michael Barth	1 0	0 0	1 0
		Tyler Pearce	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0
	Metro B Help Desk	Gary Graham	3 3	0 0	3 3
		Janet Hongsyvilay	6 5	0 0	6 5
		Torri Randa	1 1	0 0	1 1
		Val Shepherd	4 4	0 0	4 4
		Assigned to Individual Total	14 13	0 0	14 13
	Metro C Desktop Support	Ken Knobel	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cindy Romrell	2 2	0 0	2 2
		Karen Gross	1 1	0 0	1 1

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro C Help Desk	Reed Stohel	3 1	0 0	3 1
		Ross Owen	2 2	0 0	2 2
		Torrens Arnold	1 1	0 0	1 1
		Assigned to Individual Total	9 7	0 0	9 7
	Metro D Desktop Support	Rod Tucker	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro D Help Desk	Doug Brown	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	John Donaldson	0 0	2 0	2 0
		Robert Case	2 1	0 0	2 1
		Troy Morris	1 0	0 0	1 0
		Assigned to Individual Total	3 1	2 0	5 1
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Voice Operations	Romanza Hamblin Sorensen	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Assigned Group Total		94 52	3 0	97 52
	Customer Company Total		94 52	3 0	97 52

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Human Resource Management	Application Services	Dustin Crump	2 1	0 0	2 1
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	3 1	1 1	4 2
	Capitol Desktop Support	Brian Bintz	19 2	0 0	19 2
		Scott Wunderlich	5 0	0 0	5 0
		Assigned to Individual Total	24 2	0 0	24 2
	Capitol Hosting	Matt Dunlap	1 1	0 0	1 1
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Desktop Services Management	Dallas DiFrancesco	1 1	0 0	1 1

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Desktop Services Management	Assigned to Individual Total	1	0	1
			1	0	1
	Help Desk	Brenda Treadway	4	0	4
			0	0	0
		Eileen Dubach	1	0	1
			0	0	0
		Julie VanBeekum	4	0	4
			0	0	0
		Vicky Marrelli	2	0	2
			0	0	0
		Assigned to Individual Total	11	0	11
			0	0	0
	Metro A Desktop Support	Kraig Ellis	2	0	2
			0	0	0
		Mike Wilde	1	0	1
			0	0	0
		Nancy Hachmeister	2	0	2
			0	0	0
		Robert Wall	2	0	2
			0	0	0
		Assigned to Individual Total	7	0	7
			0	0	0
	Metro A Help Desk	Cindy Schroeder	1	0	1
			0	0	0
		Ed Conrad	3	0	3
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Bill Crowther	4 0	0 0	4 0
		Michael Barth	1 0	0 0	1 0
		Tyler Pearce	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0
	Metro B Help Desk	Gary Graham	3 0	0 0	3 0
		Janet Hongsyvilay	6 0	0 0	6 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	4 0	0 0	4 0
		Assigned to Individual Total	14 0	0 0	14 0
	Metro C Desktop Support	Ken Knobel	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cindy Romrell	2 0	0 0	2 0
		Karen Gross	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro C Help Desk	Reed Stohel	3 1	0 0	3 1
		Ross Owen	2 0	0 0	2 0
		Torrens Arnold	1 0	0 0	1 0
		Assigned to Individual Total	9 1	0 0	9 1
	Metro D Desktop Support	Rod Tucker	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	John Donaldson	0 0	2 1	2 1
		Robert Case	2 0	0 0	2 0
		Troy Morris	1 0	0 0	1 0
		Assigned to Individual Total	3 0	2 1	5 1
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		94 6	3 2	97 8
	Customer Company Total		94 6	3 2	97 8

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Human Resource Management	Application Services	Dustin Crump	2 2.35	0 0.00	2 2.35
		Martin Gonzalez	1 0.64	0 0.00	1 0.64
		Tony Larsen	0 0.00	1 2.93	1 2.93
		Assigned to Individual Total	3 1.78	1 2.93	4 2.07
	Capitol Desktop Support	Brian Bintz	19 0.37	0 0.00	19 0.37
		Scott Wunderlich	5 0.06	0 0.00	5 0.06
		Assigned to Individual Total	24 0.30	0 0.00	24 0.30
	Capitol Hosting	Matt Dunlap	1 4.07	0 0.00	1 4.07
		Patrick Funk	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	2 2.14	0 0.00	2 2.14
	Desktop Services Management	Dallas DiFrancesco	1 2.16	0 0.00	1 2.16

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Desktop Services Management	Assigned to Individual Total	1 2.16	0 0.00	1 2.16
	Help Desk	Brenda Treadway	4 0.03	0 0.00	4 0.03
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	2 0.03	0 0.00	2 0.03
		Assigned to Individual Total	11 0.02	0 0.00	11 0.02
	Metro A Desktop Support	Kraig Ellis	2 0.00	0 0.00	2 0.00
		Mike Wilde	1 0.00	0 0.00	1 0.00
		Nancy Hachmeister	2 0.28	0 0.00	2 0.28
		Robert Wall	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	7 0.13	0 0.00	7 0.13
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		Ed Conrad	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	4 0.00	0 0.00	4 0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro B Desktop Support	Anthony Booyse	2 0.12	0 0.00	2 0.12
		Bill Crowther	4 0.25	0 0.00	4 0.25
		Michael Barth	1 0.00	0 0.00	1 0.00
		Tyler Pearce	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	9 0.16	0 0.00	9 0.16
	Metro B Help Desk	Gary Graham	3 0.00	0 0.00	3 0.00
		Janet Hongsyvilay	6 0.04	0 0.00	6 0.04
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	14 0.02	0 0.00	14 0.02
	Metro C Desktop Support	Ken Knobel	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	2 0.23	0 0.00	2 0.23
	Metro C Help Desk	Cindy Romrell	2 0.00	0 0.00	2 0.00
		Karen Gross	1 0.00	0 0.00	1 0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro C Help Desk	Reed Stohel	3 0.92	0 0.00	3 0.92
		Ross Owen	2 0.00	0 0.00	2 0.00
		Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	9 0.31	0 0.00	9 0.31
	Metro D Desktop Support	Rod Tucker	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Doug Brown	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 0.84	2 0.84
		Robert Case	2 0.11	0 0.00	2 0.11
		Troy Morris	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.08	2 0.84	5 0.38
	Voice Operations	Britany Egan	1 0.12	0 0.00	1 0.12
		Gail Christiansen	1 0.21	0 0.00	1 0.21

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Voice Operations	Romanza Hamblin Sorensen	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	3 0.15	0 0.00	3 0.15
	Assigned Group Total		94 0.27	3 1.54	97 0.31
Customer Company Total			94 0.27	3 1.54	97 0.31

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Human Resource Management	Application Services	Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	3 0	1 0	4 0
	Capitol Desktop Support	Brian Bintz	19 1	0 0	19 1
		Scott Wunderlich	5 2	0 0	5 2
		Assigned to Individual Total	24 3	0 0	24 3
	Capitol Hosting	Matt Dunlap	1 1	0 0	1 1
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Desktop Services Management	Dallas DiFrancesco	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Desktop Services Management	Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	1 0	0 0	1 0
		Julie VanBeekum	4 0	0 0	4 0
		Vicky Marrelli	2 0	0 0	2 0
		Assigned to Individual Total	11 0	0 0	11 0
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0
		Mike Wilde	1 0	0 0	1 0
		Nancy Hachmeister	2 0	0 0	2 0
		Robert Wall	2 0	0 0	2 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		Ed Conrad	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Bill Crowther	4 0	0 0	4 0
		Michael Barth	1 0	0 0	1 0
		Tyler Pearce	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0
	Metro B Help Desk	Gary Graham	3 0	0 0	3 0
		Janet Hongsyvilay	6 0	0 0	6 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	4 0	0 0	4 0
		Assigned to Individual Total	14 0	0 0	14 0
	Metro C Desktop Support	Ken Knobel	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cindy Romrell	2 0	0 0	2 0
		Karen Gross	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro C Help Desk	Reed Stohel	3 0	0 0	3 0
		Ross Owen	2 0	0 0	2 0
		Torrens Arnold	1 0	0 0	1 0
		Assigned to Individual Total	9 0	0 0	9 0
	Metro D Desktop Support	Rod Tucker	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	John Donaldson	0 0	2 0	2 0
		Robert Case	2 0	0 0	2 0
		Troy Morris	1 0	0 0	1 0
		Assigned to Individual Total	3 0	2 0	5 0
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	1 0	0 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Voice Operations	Romanza Hamblin Sorensen	10	00	100
		Assigned to Individual Total	30	00	300
	Assigned Group Total		944	30	974
	Customer Company Total		944	30	974

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Human Resource Management	Application Services	Dustin Crump	2 2.54	0 0.00	2 2.54
		Martin Gonzalez	1 0.66	0 0.00	1 0.66
		Tony Larsen	0 0.00	1 2.93	1 2.93
		Assigned to Individual Total	3 1.91	1 2.93	4 2.17
	Capitol Desktop Support	Brian Bintz	19 2.11	0 0.00	19 2.11
		Scott Wunderlich	5 3.41	0 0.00	5 3.41
		Assigned to Individual Total	24 2.38	0 0.00	24 2.38
	Capitol Hosting	Matt Dunlap	1 32.45	0 0.00	1 32.45
		Patrick Funk	1 0.86	0 0.00	1 0.86
		Assigned to Individual Total	2 16.65	0 0.00	2 16.65
	Desktop Services Management	Dallas DiFrancesco	1 2.16	0 0.00	1 2.16

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Desktop Services Management	Assigned to Individual Total	1 2.16	0 0.00	1 2.16
	Help Desk	Brenda Treadway	4 0.03	0 0.00	4 0.03
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	2 0.11	0 0.00	2 0.11
		Assigned to Individual Total	11 0.03	0 0.00	11 0.03
	Metro A Desktop Support	Kraig Ellis	2 1.19	0 0.00	2 1.19
		Mike Wilde	1 0.15	0 0.00	1 0.15
		Nancy Hachmeister	2 1.40	0 0.00	2 1.40
		Robert Wall	2 0.18	0 0.00	2 0.18
		Assigned to Individual Total	7 0.81	0 0.00	7 0.81
	Metro A Help Desk	Cindy Schroeder	1 0.24	0 0.00	1 0.24
		Ed Conrad	3 0.10	0 0.00	3 0.10
		Assigned to Individual Total	4 0.13	0 0.00	4 0.13

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Metro B Desktop Support	Anthony Booyse	2 0.19	0 0.00	2 0.19
		Bill Crowther	4 0.58	0 0.00	4 0.58
		Michael Barth	1 0.00	0 0.00	1 0.00
		Tyler Pearce	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	9 0.33	0 0.00	9 0.33
	Metro B Help Desk	Gary Graham	3 0.00	0 0.00	3 0.00
		Janet Hongsyvilay	6 0.17	0 0.00	6 0.17
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	14 0.07	0 0.00	14 0.07
	Metro C Desktop Support	Ken Knobel	2 1.34	0 0.00	2 1.34
		Assigned to Individual Total	2 1.34	0 0.00	2 1.34
	Metro C Help Desk	Cindy Romrell	2 0.00	0 0.00	2 0.00
		Karen Gross	1 0.00	0 0.00	1 0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Metro C Help Desk	Reed Stohel	3 0.94	0 0.00	3 0.94
		Ross Owen	2 0.00	0 0.00	2 0.00
		Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	9 0.31	0 0.00	9 0.31
	Metro D Desktop Support	Rod Tucker	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Doug Brown	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 1.05	2 1.05
		Robert Case	2 1.47	0 0.00	2 1.47
		Troy Morris	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	3 0.99	2 1.05	5 1.02
	Voice Operations	Britany Egan	1 0.35	0 0.00	1 0.35
		Gail Christiansen	1 0.21	0 0.00	1 0.21

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Voice Operations	Romanza Hamblin Sorensen	1 1.07	0 0.00	1 1.07
		Assigned to Individual Total	3 0.54	0 0.00	3 0.54
	Assigned Group Total		94 1.26	3 1.68	97 1.28
Customer Company Total			94 1.26	3 1.68	97 1.28

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

Detail

INC000000484120	Bart Olsen	Application	None	Novell GroupWise		TIR Missed: Yes	2.93
	Application Services	Tony Larsen	Human Resource Management	Medium	Closed	TTR Missed: No	2.93
INC000000487937	Aubrey Garduno	Telecom	Call/Receive	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	2.21
INC000000488855	Ashley Nelsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000489463	Kelly Chinn	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000489652	Rebecca Lisor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000489692	Carmen Nichol	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000490063	Kim Diamond-Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.63
INC000000490076	Amy Ridge	PC/Laptop	Virus	None		TIR Missed: No	0.72
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.72
INC000000490305	Sharon Reynolds	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000490379	Dana Powers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	0.35
INC000000490499	Jeffie Dickerson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000490549	Debi Tripp	None	None	None		TIR Missed: Yes	1.61
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Medium	Closed	TTR Missed: No	1.61
INC000000490750	Paul Morley	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	2.26
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	2.26
INC000000490781	Melissa Little	None	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000490854	Paul Edlefsen	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000490902	Brooke Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.48
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.48

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

INC000000491446	Nikki Broadhead	Application	None	Adobe Acrobat		TIR Missed: Yes	1.32
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.35
INC000000491475	Brooke Baker	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Closed	TTR Missed: No	0.67
INC000000492177	Christa Rowland	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.29
INC000000492256	Bethany Alsobrook	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000492271	Colette Hudson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000492397	Tina Sweet	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000492556	Jennifer Wakefield	Mobile Devices	None	None		TIR Missed: No	0.15
	Application Services	Dustin Crump	Human Resource Management	Low	Closed	TTR Missed: No	0.51
INC000000492880	Casey Parry	Application	Error	JavaPC		TIR Missed: No	0.16
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.86
INC000000492936	Carita Eldredge	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000493546	Carrie Frampton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000493556	Rebecca Lisor	PC/Laptop	Error	None		TIR Missed: No	0.84
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.65
INC000000493559	Carita Eldredge	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000493805	Jennifer Wakefield	Mobile Devices	None	None		TIR Missed: Yes	4.55
	Application Services	Dustin Crump	Human Resource Management	Low	Closed	TTR Missed: No	4.57
INC000000493886	Bart Olsen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000494247	Melissa Little	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000494296	Joel Chibota	Application	Password	None		TIR Missed: No	0.58
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	5.90
INC000000494669	Mike Tribe	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

INC000000494756	Rosanne Ricks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.19
INC000000494819	Joel Chibota	Application	None	PGP		TIR Missed: No	0.32
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	9.44
INC000000495392	Debbie Cragun	Telecom	Feature	None		TIR Missed: No	0.12
	Voice Operations	Britany Egan	Human Resource Management	Low	Closed	TTR Missed: No	0.35
INC000000495721	Kathy Mares	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.01
INC000000495842	Kim Diamond-Smith	None	None	Microsoft Word		TIR Missed: No	0.17
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.18
INC000000495851	Bethany Alsobrook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000495863	Paul Edlefsen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.07
INC000000496147	Aubrey Garduno	Network	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.59
INC000000496197	Paul Edlefsen	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000496523	Lowe Rudd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	0.28
INC000000496778	Lowe Rudd	Server	None	None		TIR Missed: Yes	4.07
	Capitol Hosting	Matt Dunlap	Human Resource Management	Low	Resolved	TTR Missed: Yes	32.45
INC000000496967	Debi Tripp	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000497208	Lyndrea Schauer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000497254	Angela Abbott	PC/Laptop	Performance	None		TIR Missed: No	0.11
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	1.50
INC000000497299	Kimball Tanner	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000497404	Brooke Baker	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000497828	Carrie Stevenson	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

INC000000498256	Angela Abbott	PC/Laptop	Error	None		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: Yes	8.96
INC000000498405	Bill Brandon	Telecom	Dial Tone	Telephone		TIR Missed: No	0.22
	Capitol Hosting	Patrick Funk	Human Resource Management	Low	Resolved	TTR Missed: No	0.86
INC000000498484	Michelle Imperiale	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000498876	Debi Tripp	Server	Performance	None		TIR Missed: No	0.08
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Medium	Resolved	TTR Missed: No	0.50
INC000000499173	Paul Morley	None	None	None		TIR Missed: No	0.52
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	0.56
INC000000499197	Rosanne Ricks	PC/Laptop	Error	iPhone		TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Resolved	TTR Missed: No	0.19
INC000000499272	Carita Eldredge	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000499684	Shannon Casias	None	None	Gmail		TIR Missed: No	0.64
	Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed: No	0.66
INC000000500204	Devin Patrick	Application	Error	None		TIR Missed: No	0.23
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	2.44
INC000000500253	Cindy Bane	None	None	Microsoft Word		TIR Missed: No	0.09
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.09
INC000000500444	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.07
INC000000500508	David Kitchen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000500514	Jeffie Dickerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000500833	Bethany Alsobrook	PC/Laptop	None	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	2.93
INC000000500865	Jolene Davis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Resolved	TTR Missed: No	0.21
INC000000500917	Pamela Park	None	None	None		TIR Missed: Yes	2.16
	Desktop Services Management	Dallas DiFrancesco	Human Resource Management	Low	Resolved	TTR Missed: No	2.16
INC000000500988	Dana Powers	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Resolved	TTR Missed: No	0.01

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

INC000000501094	Patricia Barrett	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: Yes	6.30
INC000000501143	Matthew Romney	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000501309	Tina Sweet	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.28
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	3.82
INC000000501321	Pamela Park	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000501380	Patricia M Kingsbury	Application	Password	Novell Messenger		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.22
INC000000501416	Rebecca Lisor	Network	Incident	None		TIR Missed: No	0.85
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	2.01
INC000000501902	Matthew Romney	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	3.72
INC000000502001	Sarah Tice	None	None	None		TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.12
INC000000502182	Tami Hart	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.15
INC000000502505	Jennifer Wakefield	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000502715	Trish Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000502815	Tami Hart	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Resolved	TTR Missed: No	0.18
INC000000502987	Anita Quibell	PC/Laptop	None	None		TIR Missed: No	0.23
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	0.23
INC000000503152	Tina Sweet	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	2.73
INC000000503184	Cathy Lewis	None	None	Content Manager		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Resolved	TTR Missed: No	1.70
INC000000503291	Meredith John	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000503478	Dora Collier	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Human Resource Management

INC000000503961	Tami Hart	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000503965	Tami Hart	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Resolved	TTR Missed: No	1.03
INC000000504430	Tina Sweet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000504436	Tina Sweet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000504438	David Kitchen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000504440	Bill Brandon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000504443	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.03
INC000000504786	Jamie Boyle	None	None	None		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.67
INC000000505543	Jeffie Dickerson	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000505594	Michelle Campbell	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Resolved	TTR Missed: No	0.24
INC000000506288	Rachel Dodge	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000506326	Christa Rowland	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Resolved	TTR Missed: No	0.15
INC000000506351	Debbie Cragun	Network	Incident	None		TIR Missed: No	0.37
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	5.60